



## **GLOBE REGIONAL HELP DESK OFFICE RESPONSIBILITIES**

The primary role of each Regional Help Desk Office is to conduct support services to the countries in their respective region, rather than have this support stem solely from the GPO. Regional Help Desk Support representatives, located within each region, are better able to communicate and assist all countries in their region and are better positioned to work more closely with their respective governance boards. It was envisioned that through this structure, the Regional Help Desk Support representatives would be better positioned to focus on the identification and funding of relevant priorities in support of GLOBE student research and regionally relevant initiatives for their respective GLOBE Program activities, resulting that all countries within each region could take on more ownership for their GLOBE activities as a part of the larger international program. In general, each Regional Help Desk GLOBE Office is responsible to provide the following services:

- Help Desk and basic support services to all community members in the region;
- Sustainability through identification and generation of external funding from sources within and outside of the region;
- Translation of relevant GPO communications and regionally-produced materials in the languages of the region if needed, and dissemination of information to community members;
- Recruitment of community members in existing countries and identification and assistance of recruitment of new countries in the region as outlined by the director of the International Division;
- Logistical organization of Regional Events (regional meetings and training events) as outlined and agreed upon by the Regional Governance Board, for which additional funding may be provided;
- Logistical organization of Regional Student Research Campaigns and events as outlined and agreed upon by the Regional Governance Board;
- Building and collaboration with the region's Alumni and Scientist Network; and
- Record keeping and evaluation reporting as required by the GLOBE Program Office (GPO).

**The GLOBE Regional Help Desk Office responsibilities and tasks include the following activities:**

- Adhering to Regional Constitution or Governance Plans and assisting the Regional Governance Board in the region as needed;
- Maintenance of a Regional Help Desk (response to all inquiries within a 24-hour period during normal business day hours);
- Establishing a regular online meeting schedule with the director of the GLOBE International Division and participating in these meetings via Skype (requires a camera, high band width, and software. Also should note meetings may fall outside the normal work hours to accommodate time zones);
- Participating in GLOBE Help Desk trainings as new Web features are developed at the GPO (i.e. online training sessions);

- Maintaining Regional Membership of teachers, coordinators, trainers and supportive community members such as Alumni and Parents (promote active GLOBE Learning Communities);
- Promoting participation of GLOBE Country Coordinators and representatives in national, regional and international events;
- Ensuring and facilitating annual Partner survey completion by all active Partners in the region;
- Promoting participation of GLOBE teachers and students in research events, field campaigns, collaborative student research opportunities (Climate Campaign activities underway at the GPO as well as regionally relevant field campaigns and events);
- Identifying sources of support for regional participation in events as specified above;
- Facilitating integration of GLOBE in the national and regional education initiatives through Ministries of Education or other relevant educational agencies;
- Facilitating alignment of GLOBE materials to national and regional curricula;
- Creating and maintaining a regional Web site to promote communication and collaboration;
- Disseminating information within the region via technological media (i.e. email, Internet Web pages on regional Web site, Video conferencing, etc.);
- Translation of GPO communications, publications, newsletters, journals, and other relevant information into regional languages for dissemination throughout the region as needed;
- Maintaining briefing packets including information on each GLOBE country within the respective region;
- Recruiting new partner countries as well as new strategic partnerships with collaborating organizations in the region to join GLOBE to strengthen overall regional efforts;
- Coordinating new partner countries inquiries with the director of the GLOBE International Division;
- Reporting activities as required by the GPO, and in the format required by the GPO in English, including responding to special requests for reporting on activities as needed by GPO, as specified by designated deadline dates; and
- Mandatory attendance at Annual Meeting.

Each Regional Help Desk Office must identify an **Office Coordinator (or Regional Help Desk Support Coordinator)**, the person who is in charge of the fiscal/monetary activities of the office (often times this person is the signatory of all contractual documents between the Regional Help Desk Office and the University Corporation for Atmospheric Research (UCAR) related to conducting the work outlined above. In addition, each Regional Help Desk Office must identify the primary person assigned to complete the day-to-day work, referred to as the **Regional Support Contact (or Regional Help Desk Contact)**. In some offices, one person acts in both roles (as the coordinator of the office, as well as serves as the person responsible for completing the responsibilities listed in this document which includes responding to the day-to-day inquiries from the countries in their region and the GPO).